



LAVA



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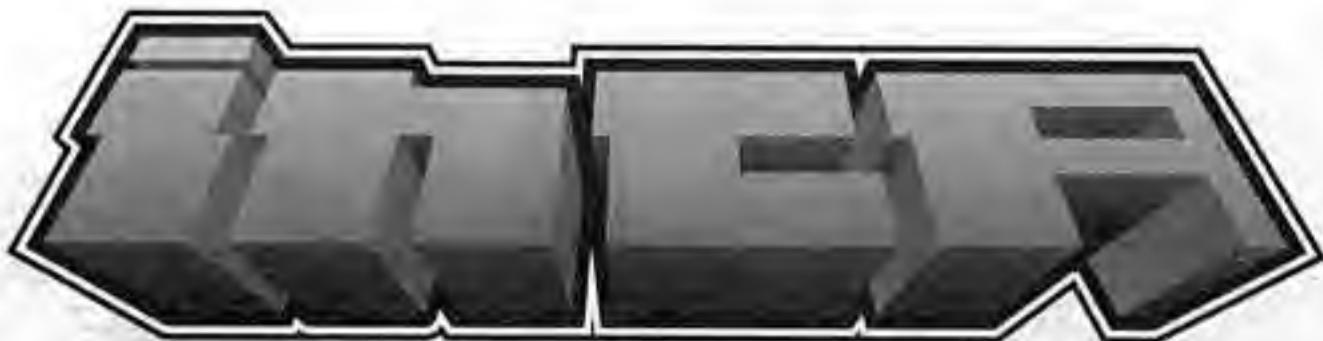
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How can it be that only a handful of ill equipped conquistadors, some 170-200 men, were able to defeat a well trained army of tens of thousands of soldiers? When Francisco Pizarro undertook the conquest of Peru in 1532 his army was equipped with slightly more than twenty horses and a few muskets. He and his troops faced off and defeated Atahualpa, emperor of the Tawantinsuyu empire which extended from Chile to the equator, including Bolivia, Peru and part of the Amazon. It is this question that serves as the basis for the game Inca.

Let's travel back in time to the year 1525. Here we find Huayna Capac, Atahualpa's



---

father, contemplating the foreseen arrival of the conquistadors.

Although death is approaching, he is at peace because he knows the powers of the Incas will never fall into the hands of the bearded savages. He has hidden these powers in a safe place to await the coming of El Dorado, the golden one who will appear five hundred years hence to fulfill the prophecy and to bring about the rebirth of the empire. You are the chosen one, it is up to you to fulfill the prophecy. The spirit of Huayna Capac will guide you on your quest as you attempt to rekindle Inti, the sun and bring about the rebirth of the mighty Incan empire.

## THE MAIN CHARACTERS



EL DORADO



HUAYNA CAPAC

El Dorado is a mythical and legendary character chosen by prophecy. His goal is to restore the Incan empire by finding the 3 jewels of Time, Matter, and Energy. He is helped by the spirit of Huayna Capac.

Huayna Capac is last of the great Incas, the eleventh heir of a long lasting Incan dynasty. Long before the conquest of Peru, he had a premonition that the empire would be invaded by the Spanish. His great foresight allowed him to place the powers of the Incas out of the conquistadors reach. His son, Atahualpa, was executed by the Spanish in 1533 which signaled the end of the Incan civilization.

Aguirre is a symbol representing the Spanish conquistadors. He is constantly searching for power and material wealth. He is devious and powerful and will stop at nothing to prevent you from succeeding in your quest.

**AGUIRRE**



Acilla, The Sun Virgin. She is the young protectress of the sanctuary of the elders. She awaits your coming as her ally, in order to give you the jewel of Matter.

**ACILLA**



**MAMA OCULLO**



Mama Ocullo & Manco Capac are the mythical elders and creators of the Inca civilization. They keep watch over the first power, the jewel of Time. They give you the ability to create life and start the flow of time.

**MANCO CAPAC**



## GAME PLAY OPTIONS

### Game Controls

**CTRL-F1** will toggle the music off/on.

**CTRL-F2** will toggle the sound effects off/on.

**CTRL-F3** will toggle the voice of the flight computer off/on.

**CTRL-F9** will restore a game, using a save game code.

**CTRL-F10** will allow you to quit to DOS.

### WEAPONS

The Tumi is equipped with 3 different weapons. The function keys select your weapon. **F1** = PLASMA BOLTS **F2** = JAGUAR MISSILES (5 available in game) **F3** = SUN STARS (3 available in game)

### CONTROL PANEL

**F5** will bring up the control panel.

The control panel will allow you to adjust some of the settings for your game. To adjust one of the settings, click on the button next to it. When the desired button is highlighted in red, move the slider bar at the bottom to change the current settings.



#### direction:

**cursor** controls the degree of cursor movement (works only with mouse).

**sensitivity** adjusts the speed with which the ship responds to cursor movement.

#### speed:

**acceleration** controls speed of acceleration and determines if maximum acceleration is possible. Left = maximum, Right = minimum.

**deceleration** controls rate of deceleration.

Left = maximum, Right = minimum.

#### weapons:

This section of the control panel shows you the remaining number of each weapon and/or status.

### Joystick Controls:

**F7** will allow you to select/deselect Joystick. A box will appear that reads "JOYSTICK?", press "Y" for yes or "N" for no.

NOTE: You cannot use the joystick and mouse in space flight at the same time. When using the joystick button 1 corresponds to the left mouse button and button 2 corresponds to the right mouse button.

### **Quitting the game:**

To quit the game, press the **CTRL-F10** keys simultaneously. A window will appear asking if you would like to quit. Select Y(es) to exit to dos or N(o) to return to the game.

### **Restoring a game:**

At various points throughout the game, you will be given a code that will allow you to restore to the point in the game where you received the code.

Each of the eight boxes contains a number between one and eight.

The numbers correspond to the following colors:

**1 White**

**2 Black**

**3 Yellow**

**4 Green**

**5 Blue**

**6 Red**

**7 Gray**

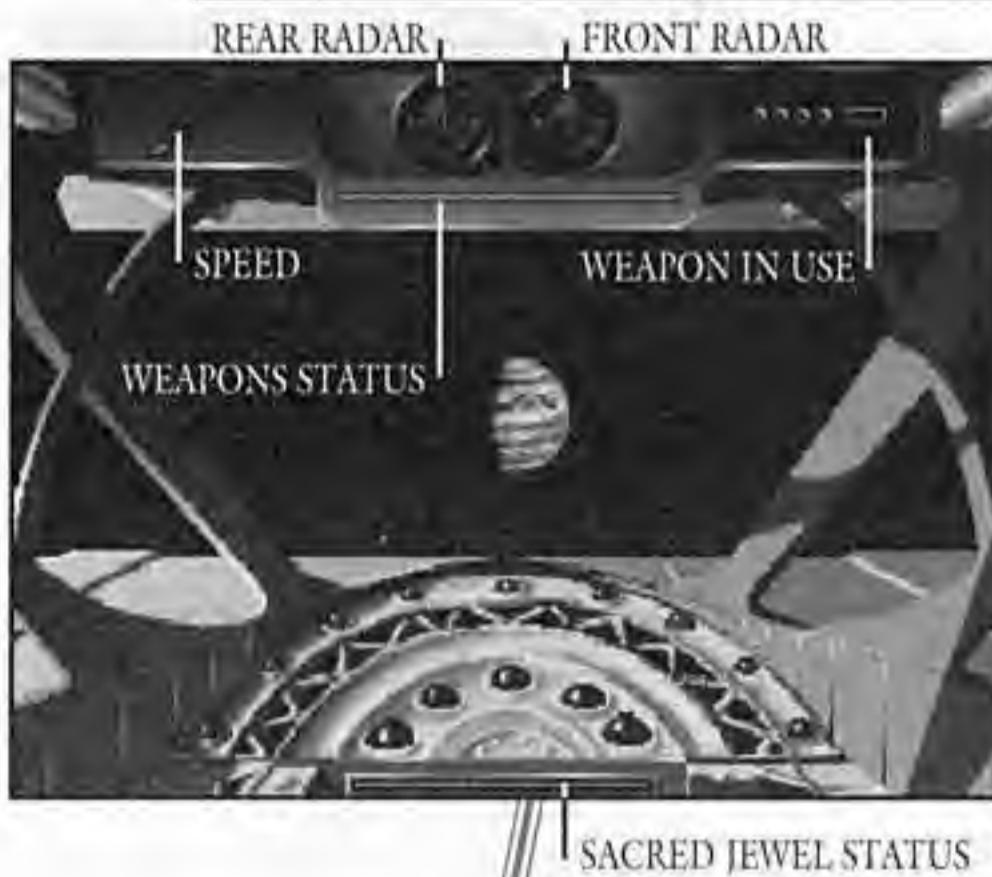
**8 Mauve**



To restore a game, press the **CTRL-F9** keys simultaneously. A window will appear asking if you want to restore a game. Select Y(es) to continue or N(o) to return to the game. You will then see the following screen.

Type in the numbers that correspond to the code you previously wrote down. Then, click on the button with the circle to accept or click on the button with a slash to clear your entry to try again. The game will allow you five tries to get the correct code. If you fail, the game will exit to DOS.





### TUMI COCKPIT

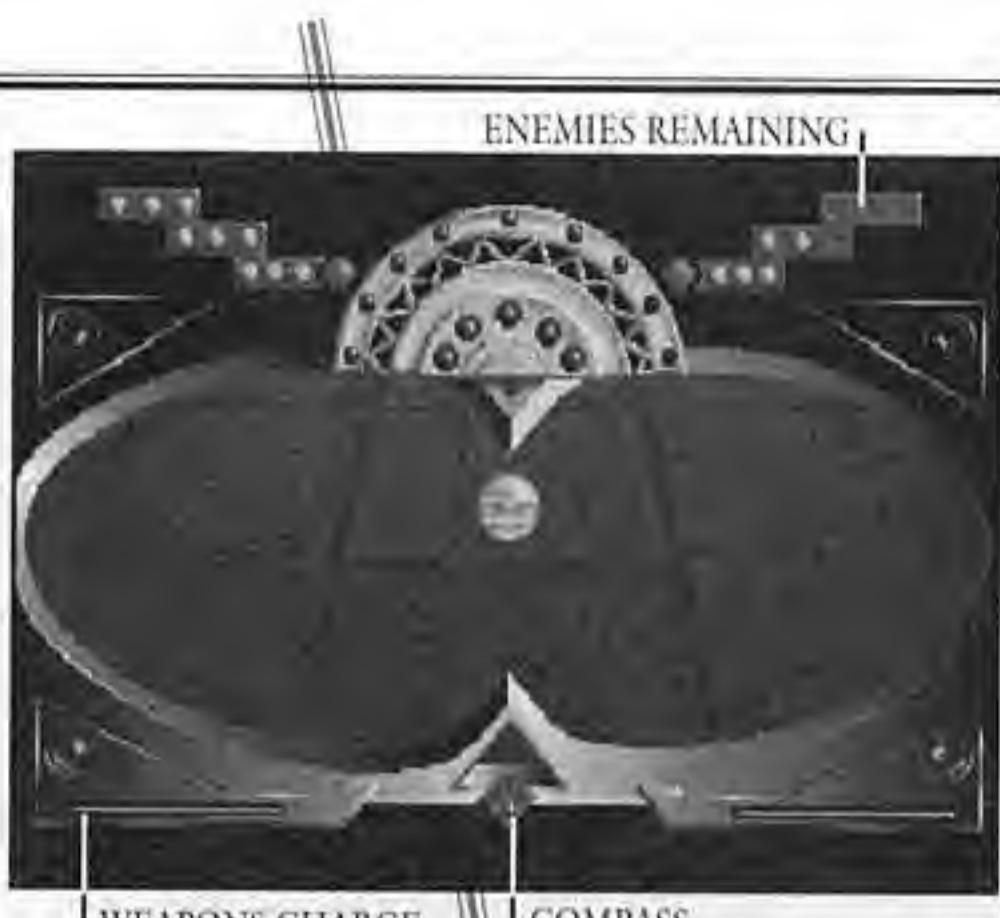
There are two primary views that the user will encounter throughout game play. The first is the interior of the cockpit of the Tumi fighter. (see "Ground View" on page 9 for second screen)

### The Cursor

In Inca, the cursor is your means of exploration and learning about your surroundings. It also serves as the method of aiming your weapons during ground fighting. When exploring outside the Tumi, if you move the cursor around in your current location the names of objects that you can interact with appear at the bottom of the screen. To pick an object up, place the cursor over the object and click the left mouse button. The cursor will then turn into the object picked up. To use the object on something else in the game, place it over the desired object and left click the mouse. If you want to put the object into inventory for later use, clicking the right mouse button will place the object in inventory. To retrieve something from inventory move the cursor to the top of the screen to open the inventory window. Place the cursor over the object you want to pickup and left click the mouse or joystick.

## GROUND VIEW

The second screen the player will encounter is when engaged in ground fighting. For additional information see the sections on Space flight and ground fighting.



## Lives

At the start of each new phase of the game, you will be given nine sacred jewels which will shield you from the weapons of the enemy. These jewels will allow you to be hit nine separate times without suffering harm. However, once the power of the jewels has been exhausted, any additional hits from enemy fire will result in your death. If you die in battle, Huayna Capac has the power to restore your life and return you to the recent past. You will be returned to the start of the sequence in which you died. He can do this for you a total of five times during the game. Once all five of your lives have been used, the game ends with the prophecy of El Dorado unfulfilled.





When you move about in space, you will pilot the Tumi, the fighter craft of the empire. It harnesses the power of the sun and uses spatiotemporal energy weapons to blast the enemies of the renaissance out of your space time continuum. The Tumi is

equipped with different radar displays for deep space combat and canyon battles. The Tumi's battle computer will give vocal information about weapons status and kills made. The Tumi's Instrument panel also shows the number of lives remaining as well as sacred jewels and their status. The mouse or joystick can be used for flight control during deep space combat. When using the mouse, the cursor is used to aim your weapon and control the direction of the fighter. When using the joystick, a fixed cursor will appear and movements of the joystick will allow you to aim your weapon by changing the course of the Tumi. The left mouse button (or joystick button 1) fires your weapons. The right mouse button, plus (+) key or joystick button 2 accelerates the ship. Releasing the buttons or plus (+) key decelerates the Tumi.

### **Deep Space Combat**

The Tumi is equipped with three different types of weapons for use in deep space combat. The function keys F1-F3 select weapons. The Jaguar Missiles and Sun Stars are more powerful than the Plasma Bolts, but their quantity is limited. Use them sparingly. The forces of Aguirre will be constantly waiting to attack. When you leave the safety of the Inca fortress, battle will be the only way to reach your goal. When engaged in deep space ship to ship combat, you will need quick reflexes

and a sharp eye to stay alive. When an enemy ship materializes, a blue lock-on box will appear around it. Once the battle computer has locked onto an enemy ship, the box outline will change from blue to red. Whenever you acquire a target lock, a number will appear in the lower right corner of the box. This indicates the number of hits it will take to destroy that ship. When engaged in deep space combat, your ship will show a front and rear radar screen that will enable you to locate and destroy the enemy vessels.

### **Canyon Combat**

Your mission is to reach the end of the canyon before the enemy ships and destroy as many of them as possible. When chasing your enemies, be careful of the mines they throw out behind them. They are deadly! It's vital that you destroy them even before firing on the vessels. When fighting in the canyons, the radar screen will change to a display showing your location in the canyon. The locations of the enemy ships in relation to you, and their positions in the canyon, will also be highlighted. Upon entering a canyon, the ship will immediately switch to autopilot for navigation. Speed and weapons control will still be manual. During canyon combat, the guns of the Tumi will automatically follow the movement of the targeting cursor.

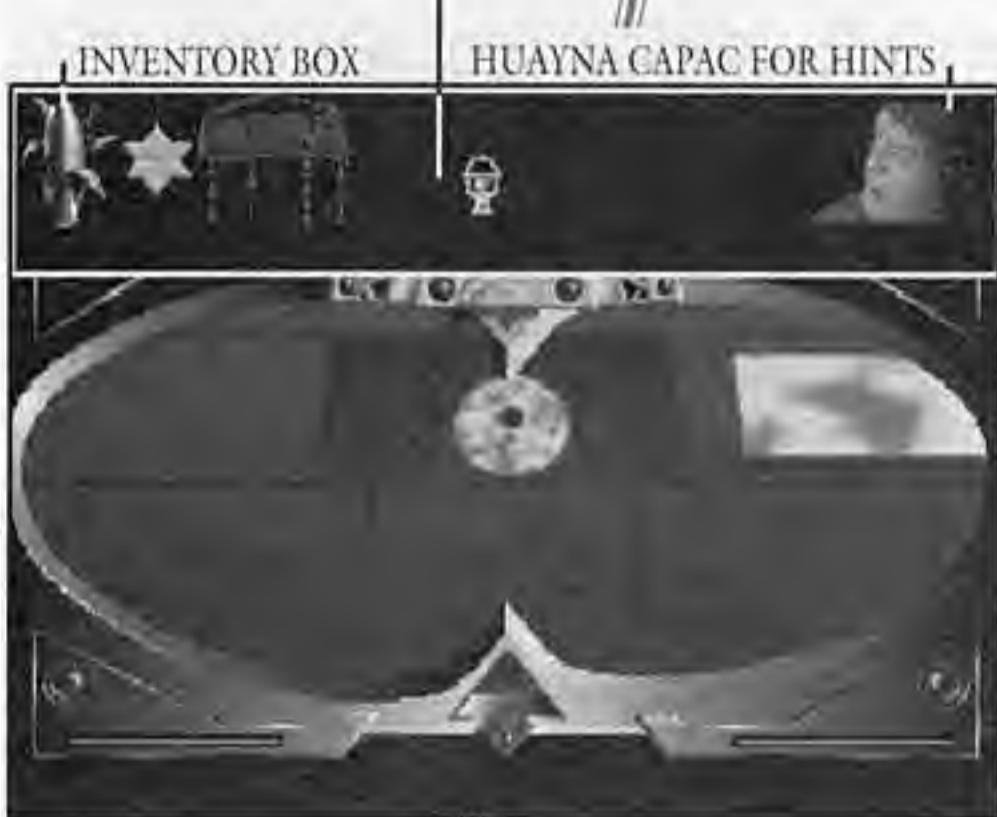
DEEP SPACE RADAR



CANYON RADAR



## GROUND EXPLORATION



You should also be prepared to use your legs in the accomplishment of your quest.

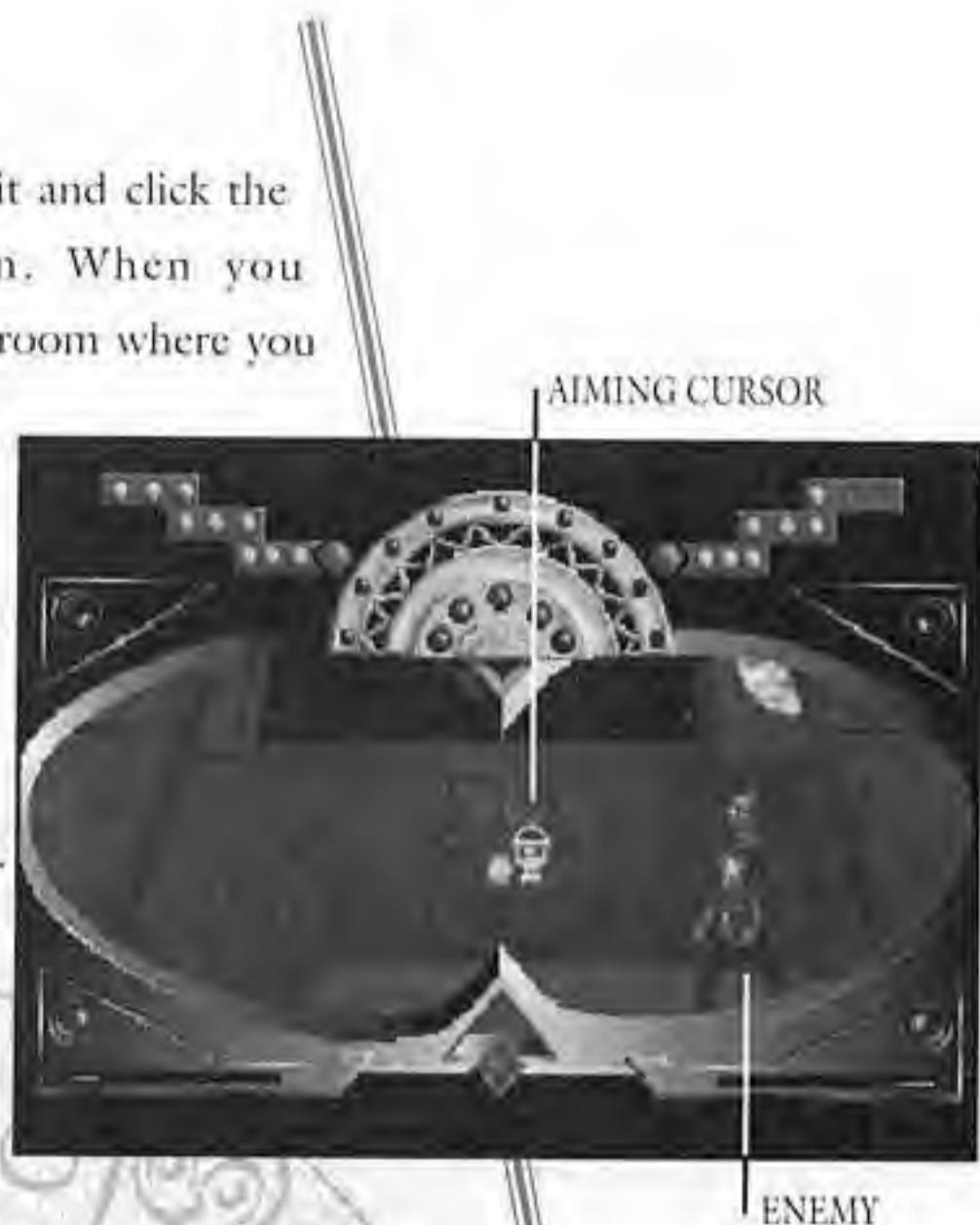
Whenever you leave the safety of the Tumi fighter, you'll be equipped with the armor of the initiated. The helmet you wear serves not only as protection, but keeps you informed about your surroundings. It provides you with up to date information on weapons status, enemies remaining, sacred jewels, lives left, a

compass and map. Pay close attention to the compass since it serves to guide you to the power you seek. Be sure to use your map frequently as this will prevent you from getting lost in the mazes. To bring up the map screen, click the right mouse button (or joystick). Clicking it again, will return you to the game screen. To move from place to place, click the left mouse button (or joystick) to advance. To view your Inventory or seek the advice of Huayna Capac, move the cursor to the top of the screen. Your Inventory will appear along with a picture of Huayna Capac. For advice, click the cursor on him. To select an Inventory

object, move the cursor over it and click the mouse or joystick button. When you encounter enemies or enter a room where you can interact with the game, a cursor will appear. The cursor will allow you to explore your surroundings or aim your energy weapon.

### **Ground Combat**

When you are about to engage in combat, the Inti cursor will automatically appear. Use your mouse or joystick to aim at your opponents. The left mouse button (or joystick), discharges your weapon. Combat is a die or win confrontation. Once you're engaged in combat it's a fight to the death.



## INSTALLATION

IBM PC and compatible with a hard disk.

Insert 'DISK 1' in Drive A (or B), type **A:** (or **B:**) and press ENTER.

Type **INSTALL** and press ENTER. Follow the on-screen prompts until the installation is complete.

### Playing the game

Once the game has been installed, change directory (type **CD**) to the path where the game has been installed and type **INCA**, then press ENTER.

Example: Type **CD\INCA**, then press ENTER. Type **INCA** then press ENTER.

NOTE: If at a later point you wish to change your sound device from the Inca subdirectory run the SETUP.EXE by typing **SETUP**, at the dos prompt and pressing the ENTER key.

### CD ROM

Insert the CD into your CD drive. Change directory (type **CD**) to your CD path (e.g. D:) Type **INSTALL** and follow the instructions on the screen.

To start the game, go to the hard disk directory where the game has been installed, type **INCA** and then press ENTER. If this doesn't work, reinstall by typing **BINCA** from the Inca Directory on the hard drive and then press ENTER. After installation is complete type **INCA** and press ENTER.

## **TIPS FOR ADVENTURERS**

**LOOK** everywhere. Thoroughly explore your surroundings. Open doors and drawers. Look closely at all objects you encounter or you may miss important details.

**EXPLORE** each area of the game very carefully, and **DRAW A MAP** as you progress through the game. Make a note of each area you visit, and include information about objects found there.

**BE CAREFUL**, and remain alert at all times — danger may strike in the most unlikely of places!

**DON'T GET DISCOURAGED**. If you come to an obstacle that seems insurmountable, don't despair. Every problem in the game has at least one solution, and some may have more than one.

If all else fails, open your Inventory window and click on the picture of Huayna Capac for some general hints.

**BRING ALONG SOME HELP**. You may find it helpful (and fun) to play the game with a friend. Two (or more) heads are better than one at interpreting clues and solving problems.

**NOTE**. To bypass Intro, press **ESCAPE** key multiple times.

### **IMPORTANT**

In case you have any problems after trying the start-up procedure as described in this manual, call Sierra On-Line Technical Support service at (209) 683-8989.

## **CUSTOMER SERVICES**

***The best customer service in the industry... "You don't just buy our games, you buy the support of the whole company."***

Sierra On-Line is dedicated to helping their customers with each and every question or problem. Whether it's memory shortages, software compatibility, or any other issue that has to do with their products, Sierra will go to any length to solve, repair and guarantee your satisfaction.

### **"ROBO TECH"**

Sierra On-Line's Automated Technical Support Representative

Sierra On-Line, in our commitment to provide the best Customer Service in the industry, offers a 24 hour automated Technical Support Line. "Robo Tech", our automated Technical Support Representative, has answers to our most frequently asked technical questions and is available by calling our Technical Support Line at (209) 683-8989 and pressing 2 on your touch tone telephone (a touch tone telephone is required for automated support). If your specific issue is not addressed, an option to speak to a Technical Support Representative will be available during our normal business hours Monday through Friday 8:15 a.m. to 4:45 p.m. Pacific Time.

#### **Customer Service**

Direct your inquiries to the Customer Service department for issues pertaining to returned merchandise, back orders, defective merchandise, company policy, and general game information. See page 24 for address and phone number information.

#### **Technical Support**

Direct your inquiries to the Technical Support Department if your question is regarding hardware and software compatibility that are specific to Sierra games (i.e., sound card configuration and memory management). If you choose to write or fax (209 683-3633) us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information. See page 24 for address and phone number information.

## Orders

Order games or hardware directly from Sierra On-Line, redeem coupons, use special discounts, or to get a list of software dealers in your area where you can purchase Sierra games. See page 24 for address and phone number information.

## Patch Disks

If you have spoken to a Sierra Technical Support Representative or have read about an available patch disk in our InterAction Magazine, please send in your request for a patch (repair) disk to the "Patch Disk" address page 24. Please let us know the game and disk size you are having problems with.

## HINTS

Game hints are available by phone, hint books (orders available through the Sierra Sales Department), through the Sierra Bulletin Board Service (209-683-4463) or by mail (see address on the following page). If you want an immediate response, you can call our 24 hour Hint Line at: 900-370-5583.

The cost for this service is \$.75 each minute. Long distance charges are included in the fee. Callers under the age of 18 must get their parent's permission before calling the hint line. A touch tone phone is required to use this service. ABSOLUTELY NO HINTS WILL BE PROVIDED THROUGH OUR CUSTOMER SUPPORT LINES. At this time, the automated hint system is only available within the United States. All contents are copyrighted by Sierra On-Line and may not be reproduced in any form without express written permission.

## TECHNICAL HELP

(MS-DOS only)

You may receive one or more of the following messages when playing your Sierra game or during installation. The following paragraphs show the possible error messages in bold with explanations and solutions detailed afterwards.

**CRC ERROR:** This message means you have a bad disk. It stands for Cyclic Redundancy Check, a way to check for disk errors.

**DATA ERROR READING DRIVE A or B:** This message means you have a bad disk. See "The Sierra No Risk Guarantee" on page 23 for more information on disk replacement.

**GENERAL FAILURE READING DRIVE A or B:** This message means you probably have a low density floppy drive and are trying to read incompatible high density disks.

**NOT ENOUGH MEMORY ERROR:** This message means that there is not enough free memory to successfully run the program. You may need to boot your system with a Boot Disk. See **BOOT DISK INSTRUCTIONS** on the following pages.

**SECTOR NOT FOUND READING DRIVE A:** (While reading any MS-DOS game disk) This message means you have a bad disk. See "The Sierra No Risk Guarantee" on page 23 for more information on disk replacement.

### **MEMORY REQUIREMENTS**

Sierra's programs require a large amount of memory (RAM) in order to function properly. If you are encountering difficulties and want to see how much memory is available through DOS, type **CHKDSK [ENTER]**. (DOS 5.0 users may type **MEM**.) An example of a typical system is:

655,360 Bytes Total Memory (640K)

597,842 Bytes Free (584K)

If the "Bytes Free" line is below 558,680 (545K), please use a boot disk..

### **BOOT DISK INSTRUCTIONS**

Booting your computer system with a Boot Disk before you play your Sierra game will keep any TSR (Terminate-and-Stay-Resident) programs from being loaded into memory.

### **CREATING A BOOT DISK**

*PLEASE NOTE: The format command must be used with care to avoid erasing all stored information on your hard disk. Please follow the instructions on the following pages exactly.*

## **Formatting From A Hard Disk**

1. Insert a blank disk into Drive A:;
2. At the C: prompt, type: **format a:/s** [ENTER]

*Note: If your A: drive is a 3.5" high density drive, using a low density disk, type: **format a:/s/t:80/n:9** [ENTER]*

*Note: If your A: drive is a 5.25" high density drive, using a low density disk, type: **format a:/s/t:40/n:9** [ENTER]*

3. Follow the DOS prompts.

## **Formatting From A Diskette Drive**

1. Insert your original MS-DOS system disk in Drive A:.
2. At the A: prompt, type: **format a:/s** [ENTER]
3. When prompted, insert a blank disk into Drive A: and follow the DOS prompts.

*NOTE: You must use a mouse with INCA. Please refer to the mouse driver section prior to making the Boot Disk.*

## **FOR MS-DOS BELOW 5.0**

Now you need to create a CONFIG.SYS file for your boot disk.

### **CREATING A CONFIG.SYS FILE**

4. Insert your formatted blank disk into Drive A:.
5. Type: **a:** [ENTER]
6. Type: **copy con config.sys** [ENTER]
7. Type: **files=20** [ENTER]
8. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

Now you need to create an AUTOEXEC.BAT file for your boot disk.

*NOTE: If you are using DOS 4.0 or 4.01, and your hard disk partition is greater than 32 megabytes, you may get a warning message which mentions SHARE.EXE. You may ignore this message; SHARE.EXE is not required by Sierra products.*

## ***CREATING AN AUTOEXEC.BAT FILE***

1. Type: **a:** [ENTER]
2. Type: **copy con autoexec.bat** [ENTER]
3. Type: **set comspec=c:\command.com** [ENTER]
4. Type: **prompt \$p\$\g** [ENTER]
5. Type: **path=c:\dos** [ENTER]
6. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

## ***FOR MS-DOS 5.0 USERS***

Now you need to create a CONFIG.SYS file for your boot disk.

### ***CREATING A CONFIG.SYS FILE***

*FOR 286 COMPUTERS WITH 1 MEG OR GREATER*

4. Insert your formatted blank disk into Drive A:.
5. Type: **a:** [ENTER]
6. Type: **copy con config.sys** [ENTER]
7. Type: **device=c:\dos\himem.sys** [ENTER]
8. Type: **dos=high** [ENTER]
9. Type: **files=30** [ENTER]
10. Type: **buffers=30** [ENTER]
11. Type: **stacks=0,0** [ENTER]
12. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

Now you need to create an AUTOEXEC.BAT file for your boot disk. Please follow the AUTOEXEC.BAT instructions on the next page.

## **CREATING A CONFIG.SYS FILE**

*FOR 386 OR 486 COMPUTERS*

4. Insert your formatted blank disk into Drive A:.
5. Type: **a:** [ENTER]
6. Type: **copy con config.sys** [ENTER]
7. Type: **device=c:\dos\himem.sys** [ENTER]
8. Type: **device=c:\dos\emm386.exe ram** [ENTER]
9. Type: **files=30** [ENTER]
10. Type: **buffers=30** [ENTER]
11. Type: **stacks=0,0** [ENTER]
12. Type: **dos=high,umb** [ENTER]
13. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

Now you need to create an AUTOEXEC.BAT file for your boot disk.

## **CREATING AN AUTOEXEC.BAT FILE**

*FOR 286, 386 OR 486 COMPUTERS*

1. Type: **copy con autoexec.bat** [ENTER]
2. Type: **prompt \$p\$g** [ENTER]
3. Type: **path=c:\dos** [ENTER]
4. Press the [F6] key, then press [ENTER]. You should see the message: 1 File(s) copied.

## **MOUSE DRIVERS**

A mouse is required to play INCA. You must copy your mouse driver onto your Boot Disk. The following are examples of statements that are required to be added to either the CONFIG.SYS and AUTOEXEC.BAT for the automatic loading of the mouse driver.

### **THE CONFIG.SYS FILE: (If MOUSE.SYS was copied to the Boot Disk)**

If you're following the MS-DOS 5 boot disk instructions type:  
**devicehigh=mouse.sys**

If you're following the Boot Disk instructions for versions of DOS below 5.0 type:  
**device=mouse.sys**

## **THE AUTOEXEC.BAT FILE TYPE: (If MOUSE.COM was copied to the Boot Disk)**

If you're following the MS-DOS 5 boot disk instructions type: **lh mouse**

If you're following the Boot Disk instructions for versions of DOS below 5.0 type: **mouse**

Refer to your mouse manual for further information on how to install your mouse driver. You may also call or fax Sierra Technical Support for assistance.

**Tel: (209) 683-8989      Fax: (209) 683-3633**

**IMPORTANT!!** After you have created a Boot Disk, you must REBOOT your computer with the disk. Leaving the boot disk in Drive A:, press [Ctrl]-[Alt]-[Del] at the same time. Your computer will now reboot, with a: as the default drive. Type **c:** [ENTER] to change back to your hard disk. Then type **cd INCA** [ENTER] to change to the Inca directory. Follow the instructions in the manual to start the game, and have a great time!

Boot Disk instructions for other DOS formats are also available for downloading from the Sierra BBS (209-683-4463). Here is a list of the most commonly requested instructions:

| <b>DESCRIPTION</b>          | <b>BBS FILE NAME</b> |
|-----------------------------|----------------------|
| 1.MS-DOS 5.0 WITH CD        | BDMS5CD.EXE          |
| 2.MS-DOS 5.0 WITH QEMM      | BDQEMM.EXE           |
| 3.MS-DOS 5.0 WITH STACKER   | BDMS5STK.EXE         |
| 4.DR.DOS 6.0                | BDDRD6.EXE           |
| 5.DR.DOS 6.0 WITH SUPERSTOR | BDDRD6SS.EXE         |
| 6.DR.DOS 6.0 WITH CD        | BDDRD6CD.EXE         |

If you have created a Boot Disk and booted your system with it before playing your Sierra game, and your problem is still evident, something else may be wrong. Following are some trouble-shooting tips that Sierra's Technical Support Department recommends.

## **QUICK TROUBLE-SHOOTING TIPS**

1. Boot your system with the Boot Disk you created.
2. Reinstall the game under a Boot Disk environment.
3. If you are experiencing any form of program hesitation or lockups during game play and are using a Sound Blaster or compatible sound card, the following information might be a solution to have you up and running quickly. For SoundBlaster or compatible sound card users, run the Setup Utility and select the advanced configuration option for the sound card if your SoundBlaster is set up using a non-standard configuration. You can also select AdLib or internal speaker for sounds (standard sounds).
4. If you continue to encounter difficulties with your program please refer to the "Technical Support" section on the following page for available options concerning contacting Sierra On-Line's Technical Support Department.

## **TECHNICAL SUPPORT**

### **All Systems**

Technical assistance is only a telephone call away. Call (209) 683-8989. If you prefer, you may request assistance by Fax (209) 683-3633 or by mail. If you choose to write or fax us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information.

Send to: *Sierra On-Line* P.O. Box 800, Coarsegold, CA 93614-0800 Attention: Technical Support  
Sierra Technical Support is also available through:

**\*Sierra BBS:** (209) 683-4463

**CompuServe-Gamapub**, Section 11 (Technical Support ID - 76004,2143)

**Prodigy** (Technical Support ID - WBWW55A )

**America's On-Line**

**GENIE**

\*Answers to our most frequently asked questions are available through our Sierra BBS. At the main menu, select option "8" for *Technical Help* and then select "T" for *Top 10 Technical Issues*.

## **THE SIERRA NO-RISK GUARANTEE!**

If you find that you need to send for replacement diskettes, send the original disk #1 in the size you need (3.5") to: Sierra On-Line, P.O. Box 485, Coarsegold, CA 93614, Attention: RETURNS

Be sure to include a note stating your computer type, and the size of diskette you need (3.5"). We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days there is a \$10.00 charge for 3.5" diskettes.

If for any reason you're unhappy with the product, return it within 30 days for an exchange or full refund.

The only catch is you've got to tell us why you don't like it. Otherwise we'll never get better. (Please remember your sales receipt.)

## WRITE IN TO SIERRA SERVICES

To ensure prompt and efficient service, direct your requests to the appropriate department below:

| CUSTOMER SERVICE   | TECHNICAL SUPPORT  | ORDERS  | PATCH DISKS  | HINTS  |
|--|--|---|--|--|
| SIERRA<br>Customer Support<br>P.O. Box 600<br>Coarsegold, CA<br>93614-0600 | SIERRA<br>Technical Support<br>P.O. Box 800<br>Coarsegold, CA<br>93614-0800        | SIERRA<br>Sales Dept.<br>P.O. Box 978<br>Oakhurst, CA<br>93644-0978 | SIERRA<br>Dept. 10<br>P.O. Box 485<br>Coarsegold, CA<br>93614-0485 | SIERRA<br>Hint Dept.<br>P.O. Box 200<br>Coarsegold, CA<br>93614-0200 |
| 1-800-SIERRA-5   | Monday-Friday<br>8:15 a.m.- 4:45 p.m.<br>Call (209) 683-8989<br>Fax (209) 683-3633 | For direct orders:<br>Call 1-800-326-6654<br>Fax (209) 683-4297     |  | 24 hour Hint Line:<br>900-370-5583<br>\$.75 each minute.             |

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